Upload Error Report Troubleshooting Overview

This Job Aid is designed to walk through the most common errors that may occur when generating the following reports and how to troubleshoot the issues:

ICMA-RC, FBMC, and VNAV/VRS Upload Reports.

The ICMA Upload Error Report is used to identify the transactions the International City/County Management Association-Retirement Corporation (ICMA) Upload interface could not update in Cardinal or which appear as warnings/informational.

The FBMC Upload Error Report is used to identify the transactions in the Fringe Benefits Management Company (FBMC) Enrollment Data Upload file that appear as warnings or errors.

The myVRS Navigator (VNAV) Upload Error Report will display the errors from the Virginia Retirement System (VRS) VNAV Upload process.

The Agency Benefits Administrators (BAs) review the errors on these reports and make corrections in Cardinal, as necessary.

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ICMA Upload Error Report

This report identifies ICMA-RC Uploads flagged as having either an error ('E') or warning ('W'). Agency personnel update the employee's Savings Plan elections in Cardinal as needed after reviewing the warnings and errors on the report.

1. Navigate to the **ICMA Upload Error Report** page using the following navigation path:

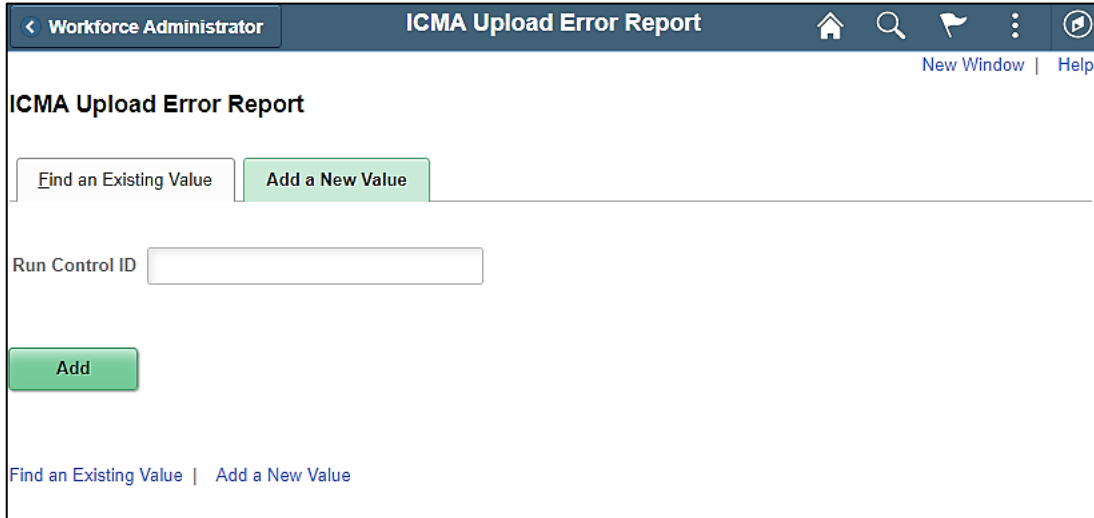   **Navigator > Benefits > Reports > ICMA Upload Error Report**

The **ICMA Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.

3.   Enter a name in the **Run Control ID** field (e.g., "ICMA_Upload_Error_Rpt").

   Note: Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

4.   Click the **Add** button.

The **ICMA Upload Error Report** page displays.

5.   Select the applicable effective date using the **Effective Date Calendar** icon.

   Note: The effective date is always the **first day** of the month.

6. The **State Payroll Office Totals** box is unchecked by default. Leave this box unchecked; it is for SPO use only.

7. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

    a. Selecting the applicable company using the **Company Look Up** icon

    b. Clicking the **Add** button (**+**)

    c. Repeat as needed to add additional companies

    Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

8. Click the **Save** button.

9. Click the **Run** button.

The **Process Scheduler Request** page displays in a pop-up window.

Process Scheduler Request	✕

10. Validate that the correct report is selected and then click the **OK** button.

The **ICMA Upload Error Report** page returns.

11. Click the **Report Manager** link.

The **Report Manager** page displays with the **List** tab opened by default.

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

12. If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 20. If the required report is not listed, continue to Step 16.

13. Click the **Administration** tab.

The **Administration** tab displays.

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".

15. Click the applicable report's **Description** link within the **Report List** section.

The **Report Detail** page displays in a pop-up window.

> **Note**: The report will display data by Company, Employee ID, Name, Benefit Plan, Coverage Elect, Pre Tax Amount, Post Tax Amount, Effective Date, Plan Type, Number of Pays, Contract Months, Error Type, and Error Message. For further information on running a report, refer to the WBT Course titled **Nav225 Cardinal Reporting**. This Course can be found on the Cardinal website in **Courses** under training.
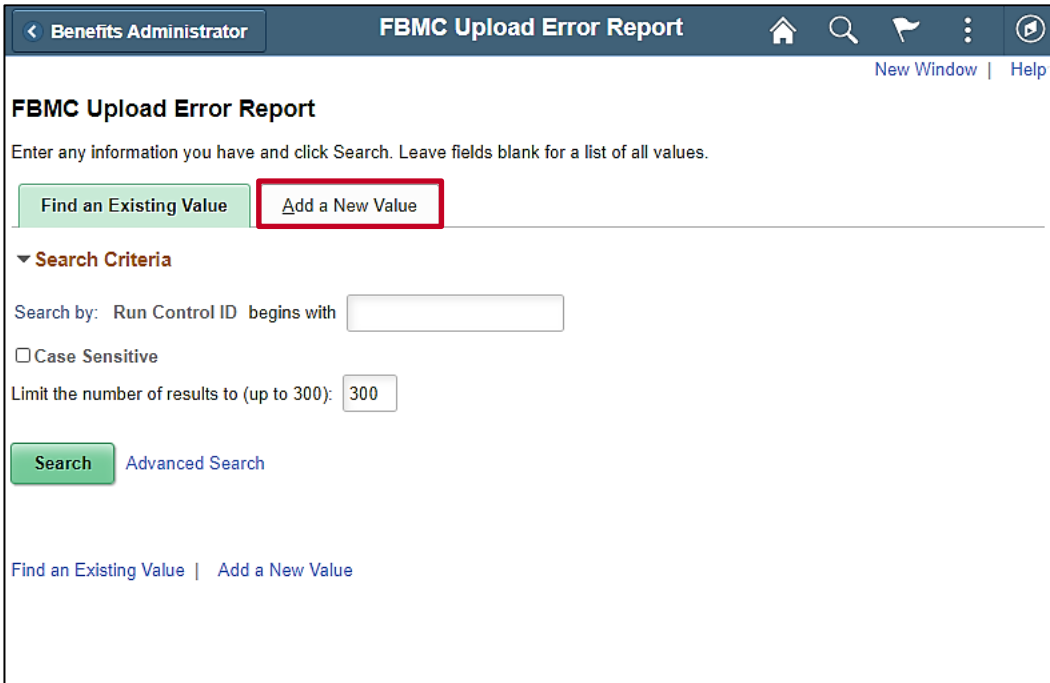
FBMC Upload Error Report

This report is used to identify transactions received in the FBMC Upload that did not successfully upload into the Cardinal system.

1. Navigate to the **FBMC Upload Error Report** page using the following navigation path:

   Navigator > Benefits > Reports > FBMC Upload Error Report

The **FBMC Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.

3. Enter a name in the **Run Control ID** field (e.g., "FBMC_Upload_Error_Rpt").

4. **Note**: Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

5. Click the **Add** button.

The **FBMC Upload Error Report** page displays.
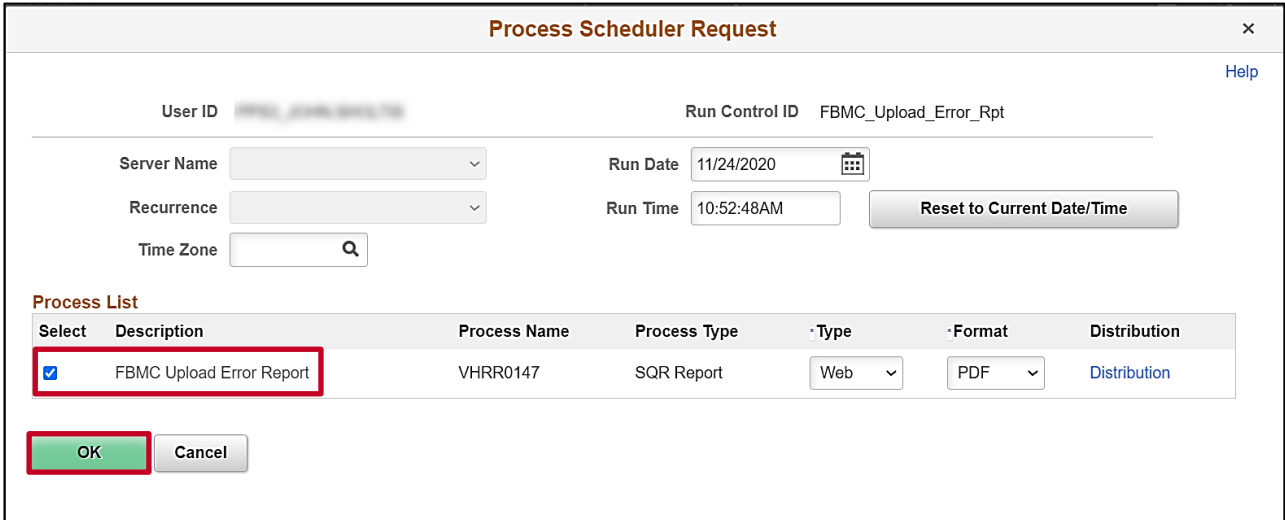
6. Select the applicable dates using the **Effective Date From** and **Effective Date To Calendar** icons.

7. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

   a. Selecting the applicable company using the **Company Look Up** icon
   b. Clicking the **Add** button (**+**)
   c. Repeat as needed to add additional companies

   Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

8. Click the **Save** button.

9. Click the **Run** button.

The **Process Scheduler Request** page displays in a pop-up window.

10. Validate that the correct report is selected and then click the **OK** button.

The **FBMC Upload Error Report** page returns.

11. Click the **Report Manager** link.

The **Report Manager** page displays with the **List** tab displayed by default.

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

12. If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 16. If the required report is not listed, continue to Step 13.

13. Click the **Administration** tab.

The **Administration** tab displays.

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".

15. Click the applicable report's **Description** link within the **Report List** section

The **FBMC Upload Error Report** displays in a pdf file.

Note: For further information on running a report, refer to the WBT Course titled Nav225 Cardinal Reporting. This Course can be found on the Cardinal website in **Courses** under **Training**.

VNAV Upload Error Report

This report will display the errors encountered during the semimonthly VRS VNAV Upload process.

1. Navigate to the **VNAV Elections Upload Err Rpt** page using the following navigation path:

    Navigator > Benefits > VNAV Elections Upload Err Rpt

The **VNAV Elections Upload Err Rpt** page displays with the **Find an Existing Value** tab displayed by default.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.

3. Enter a name in the **Run Control ID** field (e.g., "ICMA_Upload_Error_Rpt").

4.   Click the **Add** button.

The **VNAV Elections Upload Err Rpt** page displays.

5.   Select the applicable from and to dates using the **From Date** and **To Date Calendar** icons.

6.   If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

    a.   Selecting the applicable company using the **Company Look Up** icon

    b.   Clicking the **Add** button (**+**)

    c.   Repeat as needed to add additional companies

Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

7.   Click the **Save** button.

8.   Click the **Run** button.

The **Process Scheduler Request** page displays in a pop-up window.
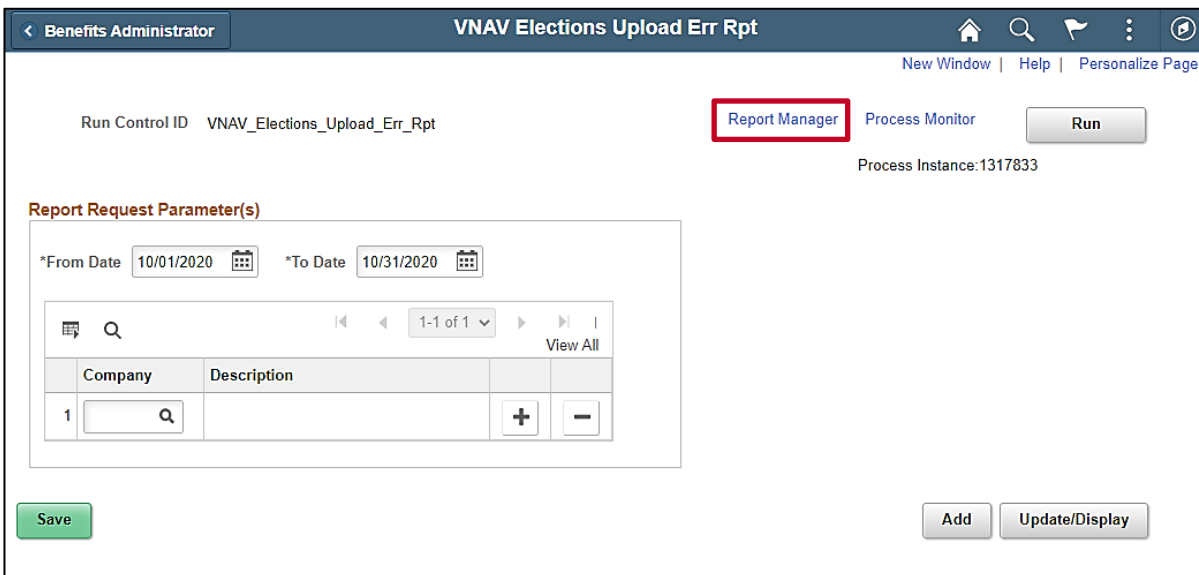
9.   Validate that the correct report is selected and then click the **OK** button.

The **VNAV Elections Upload Err Rpt** page returns.

10.   Click the **Report Manager** link.

The **Report Manager** page displays with the **List** tab displayed by default.

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

11. If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 20. If the required report is not listed, continue to Step 16.

12. Click the **Administration** tab.

The **Administration** tab displays.

13. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".

14. Click the applicable report's **Description** link within the **Report List** section.

The **Report Detail** page displays in a pop-up window.

Note: For further information on running a report, refer to the WBT Course titled Nav225 Cardinal Reporting. This Course can be found on the Cardinal website in **Courses** under **Training**.

Error Troubleshooting

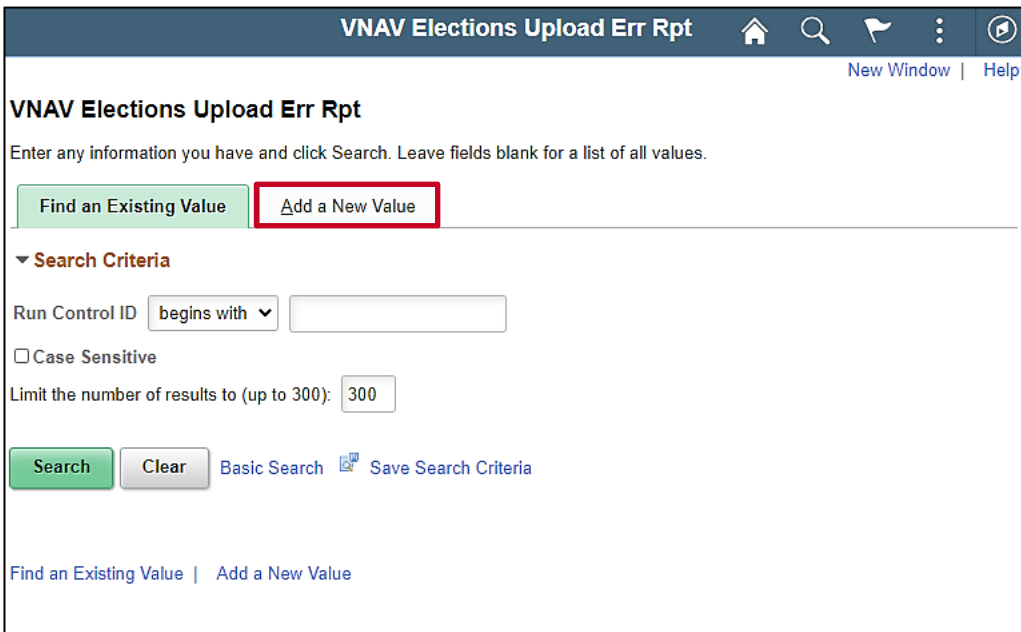Depending on the error message displayed, research may need to be performed in coordination with the HR Administrator. Evaluate the employee's HR Status to determine if a Job Action is required. Compare the current benefits enrollment with the record sent on the upload file to determine timing or retroactive enrollment requirements and any possible downstream effects to existing records. Agencies do not have access to delete any enrollments with a current or historic effective date (i.e., the enrollment's effective date is today or earlier). If adjustments are required for such records, the administrator should first discuss the situation with State Payroll Operations (SPO), and then submit a ticket to Post Production Support (PPS) to remove the row.

The charts below provide the warning messages and associated solutions three benefit uploads (FBMC, ICMA-RC, VRS VNAV) followed by a brief description of the manual entry steps for each upload type.

ICMA-RC Message Catalog:

Warning Message	Solution
Loaded Using SSN. EMPLID not on file at ICMA.	Informational message. EMPLID is blank and there is a match for SSN. Verify correct record updated.
Election Not Processed – SSN does not match EMPLID. Research and manually add if necessary.	EMPLID is invalid for the SSN. Research and manually add if necessary.
Processing Note: SSN missing from incoming file.	SSN is blank and there is a match for EMPLID. Verify correct record updated.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	SSN is invalid for the EMPLID. Research and manually add if necessary.
ERROR: Election not processed. No EMPLID or SSN found on incoming file.	Both SSN and EMPLID are blank. Research and manually add if necessary.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	Both SSN and EMPLID are not found. Research and manually add if necessary.
ERROR: Employee Status Terminated.	Payroll Status of 'T' (Terminated) or 'R' (Retired). Research and manually add if necessary.
Processing Note: Employee on LOA/Suspension. Election uploaded.	Payroll Status of 'L' (Leave of absence) or 'S' (Suspension).
ERROR: Election Not Processed. Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and manually add if necessary.
Processing Note: Effective Date in the staging table is = date of existing row in Savings Plan table.	A duplicate enrollment was received.
ERROR: Election already exists for same date but different amounts in Cardinal.	Effective Date of the record equals an existing enrollment for the employee; however, the amounts do not match. Research and manually add if necessary.

Note: If an annuity requires manual entry, the Benefits Administrator contacts the HR Administrator to insert a new row on the **Job Data** page. The HR Administrator selects "**DTA**" in the **Action** field and "**ELG**" in the **Action/Reason** field. These actions trigger an event in the **On-Demand Event Maintenance** page.

The Benefits Administrator enters the following data fields:

- Event BAS Action: ELG (Elig Config Change) event will be used which will open up Elections Entry.
- Plan Type: 49 (Deferred Compensation).
- Option Code: select the correct Option Code (e.g., 457 Plan, 24 pay period EE (403P24)).

- Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth's 457 Plan).

1. The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an annuity requires manual entry.
   a. Navigate to the **Review BAS Activity** page.
   b. Enter the appropriate Employee ID in the **Empl ID** field.
   c. Enter "**ELG**" (**Elig Config Change**) in the **BAS Action** field using the **Look Up** icon and click the **Save** button.
   d. Navigate to the **On-Demand Event Maintenance** page, and search for the appropriate Employee ID,
   e. Click the **Show Activities** button and select the appropriate event.
   f. Click the **Schedule/Prepare Activity** Button
   g. Select "**Open for Processing**" in the **Event Status** field
   h. Select "**Re-Enter**" using the **Process Indicator Look Up** icon, click the **Save** button, and click the **Reprocess** button.
   i. Click the **Election Entry** button.
   j. Select **Plan Type** "**49**" (**Deferred Compensation**) and the correct **Option Code** (e.g., 457 Plan, 24 pay period EE (403P24)).
   k. Select the appropriate Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth's 457 Plan).

   Note: For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

FBMC Message Catalog:

Warning Message	Solution
Warning – Election loaded, incorrect EMPLID on file at FBMC.	Verify correct record updated. (Matched by SSN.)
Election not processed, No Match on EMPLID or SSN, research and update manually.	Research to identify correct record to be updated manually.
Warning – Election processed using only EMPLID. SSN missing from incoming file.	Verify correct record updated.
Warning – Loaded election using SSN. EMPLID not on file at FBMC.	Verify correct record updated. (EMPLID blank.)
Election loaded, employee status: LOA/Suspension.	Verify correct record updated.
Election already exists in Cardinal.	An existing row with the same amount exists; however, a row with the new effective date is added. No action required.
Election exists for same EFFDT, research and manual update if necessary.	A row with the same amount and effective date exists; therefore, no additional entry is entered. No action required.

Warning Message	Solution
Enrollment exists for employee with a date greater than the new election, manually update if needed.	Research to determine if manual entry required.
Added End Date to MISC Ins, Deduction Amt: 0.00.	Information only – no action required.
Terminated DOAFEE, No Active FBMC Election.	Information only – no action required.
Added End Date to DOAFEE, No Active FBMC Election.	Information only – no action required.
Employee HR status is inactive in Cardinal.	Research to verify correct HR status. If correct, no manual entry is required.
Employee has multi Jobs in same company. Please Research and Manually Update.	Research to determine which record requires manual entry.
Added End Date to TPAFEE, No Active FBMC Election.	Information only – no action required.
15YR Catch Up Amount should not be null when 15YR Catch Up Indicator is Y.	The catchup amount received was blank. Contact FBMC for more information and work with SPO to update Savings Management page.
Election received which includes a 15 Yr catch up contribution which must be entered manually.	A 15 Year Catch Up value already exists on the Savings Management table for the year. Contact SPO if an update is required.
Employee didn't have benefit eligibility in Cardinal	The employee is in a Benefit Program that does not include annuities. Research to determine if manual entry required.
Received Deduction waiver for which Cardinal election exists with End Dt	Information only – no action required.
Election exists for same EFFDT with different amount, research and manual update if necessary.	Research to determine if manual entry required.

Note: If manual entry is required for an annuity, the Benefits Administrator would create an event using the On-Demand page. The following data fields should be entered:

- Event BAS Action: An ELG event will be used which will open up Elections Entry.
- Plan Type: 46 (annuities)
- Option Code: select the correct Option Code (e.g., 403 Plan, 24 pay period EE (403P24)).
- Before Tax Amount or Percentage of Earnings and After Tax Amount or Percentage of Earnings.

2. The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an annuity requires manual entry.
   a. Navigate to the **Review BAS Activity** page.
   b. Enter the appropriate Employee ID in the **Empl ID** field.

   c.   Enter "**ELG**" (**Elig Config Change**) in the **BAS Action** field using the **Look Up** icon and click the **Save** button.

   d.   Navigate to the **On-Demand Event Maintenance** page, search for the appropriate Employee ID, and select the appropriate event.

   e.   Select "**Open for Processing**" in the **Event Status** field

   f.   Select "**Re-Enter**" using the **Process Indicator Look Up** icon, click the **Save** button, and click the **Reprocess** button.

   g.   Click the **Election Entry** button.

   h.   Select **Plan Type** "**46**" (**Deferred Compensation**) and the correct **Option Code** (e.g., 403 Plan, 24 pay period EE (403P24)).

   i.   Select the appropriate Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth's 457 Plan).

Note: For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

Note: The Payroll Administrator enters Post tax miscellaneous insurances, FBMC Administration Fee, and DOA Fee as General Deductions.

VRS VNAV Message Catalog:

Note: All messages denote a record was not added to Cardinal.

Warning Message	Solution
Multiple Salaried Jobs Exist for this Employee in the Same Company.	The program could not determine the appropriate salaried job for which the enrollment should be loaded.
Employee Not Active.	Employee is not in an active status.
BEN Program Not SAL or SPT.	Retirement is only applicable for employees in Benefit Program SAL or SPT.
VOL Contribution not within Established Limits.	Hybrid voluntary contribution amounts must be between 0 and 4 percent.
Election Date more than ___ days in the past.	The retroactive enrollment greater than a specified number of days in the past. Research to determine if manual entry is required.
Future dated election detected – Research Needed.	The effective date of the record is in the future. Validate the date and perform manual entry if required.
Election date more than 60 days in the future.	It is atypical to have enrollments more than 60 days in the future. Validate the date and perform manual entry if required.
Prior Service Buy-Back Effective Date is not dated the first of the month.	Purchase of Prior Service deductions should always start on the first of the month. Manual entry is required.

Warning Message	Solution
General Deduction End Date is prior to Effective Date.	A PPS deduction was sent with the end date earlier than the effective date. Research to determine validity and perform manual entry is required.
Election was rejected because EFFDT matches the current record in Cardinal but there are differences in the Plan or Election Percentage.	Research is required to determine if the existing enrollment should be updated.
Warning – No change was made because the election received already exists in Cardinal.	A duplicate enrollment was received. No action required.
Enrollment Received and employee is enrolled in a different Retirement Plan, please review and manually enter the election.	A row exists with a date past the effective date of the row being sent. Research is needed to determine if the enrollment should be entered and if removal of the future dated row is required.
Warning – Line Agency must review the requested Prior Service Adjustment requested and if necessary, enter a One Time Deduction Adjustment in SPOT.	An adjustment amount was received in the file for retroactive collection of a Prior Service Purchase amount. A SPOT transaction should be entered to collect this amount.

Note: If after research it is determined that the enrollment should be processed, the Benefits Administrator will need to work with the HR Administrator to insert a new effective dated row in Job with a DTA/ELG Action/Action Reason. Then on the Benefit Program Participation page populate the Elig Fld 1 and Elg Fld 6 with the appropriate values. The BA will not need to do any entry to the On-Demand page. When Benefits Administration processes in batch, the eligibility values will be evaluated and complete enrollment in the appropriate Retirement and Other Post-Employment Benefits (OPEB). For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

3. The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an enrollment requires manual entry.
    a. Navigate to the applicable employee's **Job Data** page.
    b. Select an appropriate Action/Action Reason using the **Action** and **Reason** drop-down menus on the **Work Location** tab.
    c. Click on the **Compensation** tab and click the **Benefits Program Participation** link at the bottom of the page.
    d. Select the appropriate values using the **Elig Fld 1** and **Elig Fld 6 Look Up** icons.
    Note: The BA is not required to perform any maintenance on the **On-Demand Event Maintenance** page. Eligibility values are evaluated, and employees are enrolled in the appropriate Retirement and Other Post-Employment Benefits (OPEB) after Benefits Administration conducts batch processing. For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.